



SUPERVISORS' AND MANAGERS' AREAS OF RESPONSIBILITY TRAINING

## SMART Certificate Level 1: Essentials of Supervision/Management Core Courses

- [Key City Policies and Resources I, II](#)
- [Ethical Management](#)
- [Managing Diversity](#)

Self-Paced E-Courses (SPEC) including:

- Working Through Others
- Organizing Resources, Meetings, & Time
- Evolving as a Manager
- Harassment Prevention for Supervisors and Managers
- SPEC Interactive Discussion Groups

[Self- Interactive - Follow-Up Discussion](#)

## SMART Certificate Level 1 Information

### Eligible Participants

- (1) New/recently hired or promoted supervisors/managers.
- (2) Entry-level supervisors, and Management Level I employees with supervisory/staff management responsibilities.
- (3) Experienced supervisors/managers seeking a refresher/update.
- (4) Employees with no supervisory/staff management responsibilities who are looking to prepare themselves for future such opportunities, and who have been **specifically nominated** for this certificate program by their Department Head.

*Note: **Supervisor/Manager approval** is a **pre-requisite** for all participants.*

### Requirements

- Complete all core courses specified for this certificate program:
  - 9 Self-Paced E-Course (SPEC) modules.
  - 4 SPEC Interactive - Follow-Up Discussion Group sessions.
  - 4 'in class' courses.

### Total Duration

- 34 hours in 4 months.
- Per month:
  - 2 x 1 hour SPEC modules (plus an additional 2 hour SPEC module in month 4).
  - 1 x 2 hour SPEC Interactive session.
  - 1 x 4 hour 'in class' course session.

### Availability

- The full certificate program is offered once per trimester.
- The SPEC modules (with the exception of 'Harassment Prevention for Supervisors/Managers') and SPEC Interactive sessions are *open to SMART Certificate Level 1 participants only* (i.e. they are not available as 'independent' modules for non-certificate participants).
- The Harassment Prevention SPEC module and all 'in class' courses may be accessed as 'independent' modules by **non-certificate participants** who otherwise satisfy the 'Eligible Participants' conditions for the entire program, contingent on software licensing (for Harassment Prevention) and seating (for 'in class' courses) availability.
- Subject to demand and available resources, additional sessions of a particular course may be scheduled. For some courses with expected high participant rates, extra sessions have already been allocated during the year.

**Note:** Participants who meet the eligibility requirements for SMART Level 1 and would like to be enrolled in the Certificate program may [click here](#) for registration details

**Note:** The Harassment Prevention module is **mandatory** for all supervisors/managers who have not completed such a course to the legally designated standard within the previous 2 years.